

Annual Report

2005-2006

A Publication of the San Bernardino County Library



FROM THE LIBRARY DIRECTOR

As you know, the digital revolution is allowing libraries to reach more patrons than ever before. I would like to highlight some opportunities SBCL offers for patrons, especially those who are unable to come into their local branch libraries and instead access our services from their home, school or work computers. The library launched a new, more user friendly version of our homepage this year to accommodate new and expanding online services for patrons. Of particular interest are our downloadable audio books, online tutoring for schoolchildren and access to an online reference librarian service.

The downloadable audio books are provided by Recorded Books accessible through NetLibrary. Patrons can download the audio books from the county library Web sites to their computers. The files range up to 150 megabytes and can take about 10 minutes to download on a high-speed Internet connection. The files are usable for three weeks before the license expires. The files can be renewed once...and no late fees, EVER!

Tutor.com, serves about 1,300 libraries nationwide and has accounted for more than 1 million tutoring sessions in the past year.



The Web site matches students up with 1,200 part-time tutors across the country through instant messen-

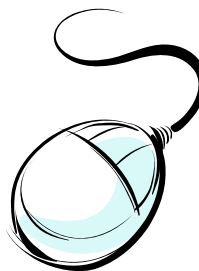
2005-2006 SBCL Budget

62% ...Salaries \$8,947,323
13%...Books/Materials \$1,835,356
23%...Operations \$3,404,169
2%...Equipment \$273,443
TOTAL \$14,460,291

ger software. The tutors range from professors and teachers to engineers and chemists -- all of whom have undergone background checks and training.

Sometimes library patrons just want to know *where* to find particular information. For them, there is the "AskNow" service started in 1999 by Los An-

geles-area libraries. The service employs reference librarians to answer patrons' questions by instant messenger. We pay for our participation by providing five librarians who answer questions on the system for an hour each week. These and other valuable information, resources and services can be obtained by accessing the Library's home page at www.sbcounty.gov/library.



- Ed Kieczkowski

AUTOMATION SERVICES

Emphasis was placed on improving existing systems and further enhancing customer service and support. The reformatted Library webpage has launched and features several new innovative patron features including a branch specific calendar of events.

On the "inside" of the Library, LibraryInsider has become a critical tool for library staff. LibraryInsider has grown from a small automation tool to be "THE" source of information for staff members. Also added was the new "Ask Mr. K" a direct anonymous inquiry line of communication for any staff member to the Library Director.

The Department was also busy updating PC reservation (486,818 reservations were made), a

printing and circulation software, to keep our systems as up to date as possible. Automation deployed a dedicated server to provide Windows updates to all of the branch libraries in order to protect against possible viruses and hacking attempts. DeepFreeze and anti-executable software were also deployed on the public PCs to ensure maximum protection for our computers and our patrons. USB flash drives are now supported in almost all branches and are available for sale in most. Additional computers were added at many of the branches to better serve their patrons.

All of this hard work will enable SBCL to expand in new and exciting ways next year to further enhance the patron experience.

WHAT'S INSIDE???

From The Director...page 1
Automation...page 1
Literacy...page 2
Friends...page 2
Youth Services...page 3
Volunteer...page 3
Adult Services...page 4
Facilities...page 4

SAN BERNARDINO COUNTY BOARD OF SUPERVISORS

First District
Bill Postmus
Second District
Paul Biane
Third District
Dennis Hansberger
Fourth District
Gary Ovitt
Fifth District
Josie Gonzales



Twenty-nine Palms Youth Services Specialist Deborah Medina was recipient of the 2006 San Bernardino County Award for Excellence and recognized for her outstanding devotion to children's and young adult programming at the branch, and for her community involvement.

LITERACY SERVICES

Adult literacy services were readily available through 11 sites staffed by Literacy Specialists in branch libraries, who are trained to work with patrons requesting assistance with their reading, writing, spelling, pronunciation or computer skills. Services were provided to 943 adult learners who determined 1,605 personal literacy goals for themselves. Personal goals included sharing a book with their children, paying their own bills for the first time, voting in an election, reading a newspaper, etc.

Volunteer literacy tutors (361) received specialized training and acquired techniques to successfully tutor one-on-one. Collectively they were able

to assist 88% of their adult learners in achieving 1,414 goals. During the past year 716 children attended family literacy programming and received 5,704 free books to help build home libraries.

The countywide literacy program received over \$62,000 of in-kind donations from local businesses, service groups, Friends of the Library, and others. Additionally, local community coalition members who perform as literacy library advocates in their individual communities, helped raise over \$70,000 for their local library literacy programs. These funds supplement the purchasing of adult learner materials and equipment that the Library cannot afford out of

the regular budget.

The LITE Mobile Unit made 122 visits to underserved areas throughout the High Desert. The unit provides access to resources, PCs, storytime and information for parents and children.



Children enjoy the special family and educational activities aboard the LITE Mobile Unit.



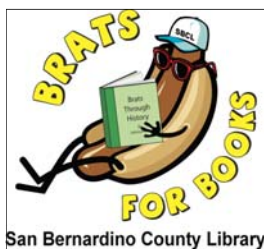
Barstow Branch Library Literacy Specialist April Nourse In the literacy office sorting training materials.



Montclair Branch Library staff prepare for Families for Literacy Night 2006.

FRIENDS OF THE LIBRARY

Friends of the Library groups have been a great source of support in unique and numerous ways. Last September, they once



again participated in the 16th Annual Route 66 Rendezvous in downtown San



Lee Fenner (LAH FOL) and Bill Steiner (CRE FOL) volunteer at the Johnsonville Big Taste Grill.

Bernardino, by hosting an "All About Cars" book sale. Additionally, the Johnsonville Big Taste Grill from Wisconsin joined forces with the Friends and the "Brats for Books" campaign was born. 180 volunteers participated and raised over \$9,000. The Friends hosted six Route 66 authors over the event weekend who autographed copies of their Route 66-related books!



Jay Eggebean (center, Rialto FOL) helps book sale customers at the 3rd "Annual Bookin' Down Route 66 Book Sale."

The 2006 regional and annual meetings were attended by the largest number of Board and Committee members to date. "Building a Strong FOL... One Friend at a Time" was the theme for the regional meetings. These were held in four different branches throughout the county.

In March, over 80 attendees representing 23 branches met for the annual FOL meeting hosted at the Yucaipa Branch Library. A highlight of the day was



Big Bear Friends of the Library board members arrive at the annual 2006 Friends of the Library meeting in Yucaipa.

hearing remarks from Third District Supervisor Dennis Hansberger. He thanked the Friends for their contributions, continued support and dedication to library services and advocacy.

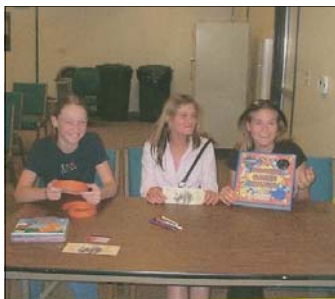
From book sales to antique appraisal days, our Friends raised money in support of their local libraries and collectively contributed \$506,266. These funds were used to provide materials, programming, and even branch improvements such as carpeting and equipment.



Third District Supervisor Dennis Hansberger address the Friends of the Library at their annual meeting.

YOUTH SERVICES

The Youth Services Department of the San Bernardino County Library is



Newton T. Bass Apple Valley Branch Library young adults help with the SRP registration

committed to providing quality library services to youth of all ages. The dedicated Youth Services Specialists in the 30 branch libraries attended in-services and workshops throughout the year to assist them in presenting the best in educational and entertaining programs to babies, preschoolers, elementary school-age and young adults.

Storyhours were conducted for moms with babes in arms, toddlers and the pre-school crowd. Craft

activities and game days were offered for elementary, middle and high school students during after-school hours and weekends. Teen volunteers augmented library staff efforts, assisting with decorating the library, Summer Reading Program registrations, awarding incentives, crowd control, presentations of puppet shows, Reader's Theater, game days and serving refreshments. National observances, such as Teen Read Week, Children's Book Week, Young People's Poetry Week and various Heritage Month celebrations were also promoted to encourage participation in library events and recreational reading.

The annual Performers' Showcase held in January provided staff and members of the Friends of the Library groups the chance to view mini-auditions by 30 professional performers for programming consideration. Auditioning were a mix of storytellers, animal acts, magicians, ven-

triloquists, musicians, artists, historians, scientists, pup-peteers and more.

The annual Summer Reading Program for elementary school-aged children and teens remains a favorite reading activity, and attracted over 10,000 children and more than 1,900 teens in 2005. The superhero theme ("*Super Readers Super Heroes*" for children and "*Unleash Your Power: READ*" for teens) inspired the Youth Services Specialists to schedule 253 educational and entertainment programs to share stories, music, live animals, magic, balloon sculpturing, dance, juggling, puppetry, cartooning, historians and a variety of local program presenters from communities throughout the county.

Thanks to the Friends of the Library groups and numerous community sponsors a wide variety of incentives could be earned by registering for the SRP, visiting the library, checking out and reading library books, participating in scavenger hunts and completing additional activities and crafts. Most branches had culminating parties, with

pizza, hot dogs, ice cream, cake, punch, cookies and other fun foods, along with the awarding of certificates of completion and final rewards and gifts.

Statistics for the year show that over 33,000 new children's and young adult items were added and included board books for babies, picture books for



Excited Lake Arrowhead young attendees enjoy a SRP entertainer.

preschoolers, easy readers for newly independent readers, audio books and educational videos. 953,906 children's items and 144,360 young adult items were checked out by patrons. 2,471 programs for children were attended by over 80,000 children. 786 young adult programs were attended by over 20,000 teens.

VOLUNTEER

"Volunteers Take Us to Great Places" was

the 2006 theme as the San Bernardino County Library officially recognized their volunteers during the month of April. In any given month, thousands of community citizens, young and old, volunteer their time in their local library. The tasks they perform are countless. Many bring with them a lifetime of professional skill and knowledge, and share their expertise freely with library patrons of all ages.

Summer is a popular time to volunteer as the



Summer Reading Program is in full swing and contribution of services often amount to thousands of hours!

In recognition of over 90,000 collective hours of service this past year, each Branch Library



Newton T. Bass Apple Valley Branch volunteers sort books for the Book Sale Room.



Regional Manager Peggy Bryant welcomes volunteers to a Hawaiian feast at the Yucca Valley Branch Library.

coordinated a special event in April to honor their volunteers. Special programming, food, certificates and small gifts are part of this once a year celebration. Many city and county dignitaries join to express their heartfelt thanks. This year,

Second District Supervisor Paul Biane and Fourth District Supervisor Gary Ovitt attended events in their respective districts, and personally acknowledged the contributions of volunteers.



Fourth District Supervisor Gary Ovitt commends volunteers for their many contributions.

ADULT SERVICES

Over 54,000 adult items were ordered and received in Adult Services this fiscal year. This included regularly budgeted branch materials and materials for 5 opening day collections. Collection Development staff worked with branch staff at 3 branch libraries that are enhancing their collections in anticipation of moving to larger facilities. Staff also worked to develop a collection and select materials for two new joint-usage branches: Carter and Summit.

Audiobooks continue to be an area of great interest with San Bernardino County Library users. Recorded Book downloadable audiobooks had 4,080 checkouts over the past year with the most popular downloadable novel being Dan Brown's *Angels & Demons* (58 times) and the most popular nonfiction work being the Pimsleur Spanish language course (62 times.) Another new audiobook format is the MP3-CD audiobook; these CDs can typically hold the entire work on one disc.

When the newest version of the Library's website was posted, the Electronic Resources page got a new look. Now it's even easier to see the type of information found in each database. New to SBCL this past year is *Culturegrams*—which has great information for students and travelers about 90 countries and all 50 of the US states. Facts on File's Ancient History database has expanded and is now called Ancient and Medieval History and now includes information from the earliest hominids to 1500 CE.

San Bernardino and Riverside County Libraries

exchanged 184,463 items during the 2005-06 fiscal year through their mutual



New materials being processed for the branches.

catalog, reserve and delivery system. And SBCL loaned or borrowed over 2,760 items to non-Riverside libraries in California and other states. Books by Mail users checked out 956 items.

FACILITIES

What's on the Drawing-Board???

UPDATE



James S. Thalman Chino Hills Branch Library: The County and City of Chino Hills have completed the design



Watch construction progress at www.fontanalibrary.org.

Chino Preserve: Ground breaking for this 6,000 square foot library was held in June,



2006. This library will host 10 PCs and 60 reader seats. The library will be a joint use project serving the Preserve's K – 8 elementary school by day and be open to the public late afternoons and evenings.

Hesperia Branch Library: Construction of this 20,000 square foot facility was com-



pleted on schedule. Open house took place in October, 2006. The branch is the first in the SBCL system to offer patrons self checkout for library-materials.

Mentone Senior Center and Library: The Board of Supervisors approved design plans in



May and in August, 2006 a groundbreaking event was held. This project will offer the community of Mentone a state of the art library and a senior center scheduled for completion in July 2007.



Carter Branch Library: This branch opened in February, 2006 and is a joint-use project between Rialto Unified School District and SBCL. Located on

the Carter High School campus it has a shelving capacity for over 30,000 volumes, 50 reader seats and 16 computers.

Highland Library and Environmental Learning Center : Groundbreaking for the 30,000



square foot facility took place in May, 2006. The pace of construction is such that the current estimated date of completion will be late fall of 2007.

Summit Branch Library: The result of collaboration between the Fontana Unified School District and SBCL. Located on



the southwest corner of the Summit High School campus, it opened in November 2006 and has a collection of over 20,000 volumes.

development phase of the 28,000 square foot building. The groundbreaking was held in September, 2006. The new library will have an 18 station computer training center, 27 public PCs and a meeting room for 110 people. This library will be an integral component of the new Chino Hills Government Center complex.

Fontana Library and Resource Technology Center: Construction for this showpiece library, located in downtown Fontana, began in late December of 2005 with a scheduled completion date set for early 2008. This branch will have over 120 PCs and will serve the needs of a technologically aware, information driven generation of future library patrons.